

FORM KTO-1449, Adapted

JUL 03 2006

## LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

ATTY. WORKS  
07117.105018SERIAL NO.  
10/785,543FILING DATE  
February 24, 2004APPLICANT  
McIlwaine et al.GROUP  
2614

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	5,278,898	1/11/1994	Cambray et al.	379	266	5/30/1991
QN	AB	6,704,410 B1	3/9/2004	McFarlane et al.	379	265.05	6/1/2000
QN	AC	6,856,680 B2	2/15/2005	Mengshoel et al.	379	265.06	9/24/2001
QN	AD	7,043,193 B1	5/9/2006	Vashi et al.	434	353	8/15/2000
	AE						
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	AI						
	AJ						

## FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO
QN	AK	WO 2006/039670 A2	4/13/2006	PCT	Knowlagent, Inc.	✓	
	AL						
	AM						

## OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

QN	AN		Genesys; Genesys and SLS Implement a Next Generation Skills Based Routing Solution for O <sub>2</sub> ; News Release; May 10, 2005				
QN	AO		Silver Lining Solutions; Agent Skills Management for Genesys; Downloaded June 26, 2006 from <a href="http://www.silverlining.uk.net/genesys">www.silverlining.uk.net/genesys</a>				
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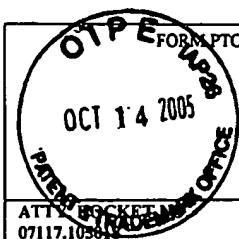
EXAMINER

August H. Nguyen

DATE CONSIDERED

8/2/06

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FORM PTO-1449, Adapted

**LIST OF INFORMATION DISCLOSED BY APPLICANT**

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ATTY. SCKET 07117.10361	SERIAL NO. 10/785,543	FILING DATE February 24, 2004
APPLICANT McIlwaine et al.		GROUP 2642

**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	5,239,460	8/24/1993	LaRoche, Nancy J.	705 <del>364</del>	11 401	1/3/1991
QN	AB	5,299,260	3/29/1994	Shaio, Jack	379	265.07	7/29/1993
QN	AC	5,499,291	3/12/1996	Kepley, Garry D.	379	265.06	1/14/1993
QN	AD	6,278,777 B1	8/21/2001	Morley et al.	379	265.02	2/17/2000
QN	AE	6,356,632 B1	3/12/2002	Foster et al.	379	265.04	12/31/1998
QN	AF	6,359,982 B1	3/19/2002	Foster et al.	379	266.06	1/12/1999
QN	AG	6,690,788 B1	2/10/2004	Bauer et al.	379	242	9/15/2000
QN	AH	6,771,764 B1	8/3/2004	Dezonno, Anthony J.	379	265.02	1/26/2000
QN	AI	6,865,267 B2	3/8/2005	Dezonno, Anthony J.	379	265.06	11/27/2001
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**FOREIGN PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
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**OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)**

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EXAMINER <i>Duy H. Nguyen</i>	DATE CONSIDERED <i>8/2/06</i>
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FORM PTO-1449, Adapted

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EXAMINER'S DOCKET JUN 24 2005 01/12/2004	SERIAL NO. 10/785,543	FILING DATE February 24, 2004
APPLICANT McIlwaine et al.		GROUP 2642

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	5,513,308	4/30/1996	Mori, Toshiya	715 <del>395</del>	707 <del>158</del>	9/1/1993
QN	AB	6,340,977 B1	1/22/2002	Lui et al	715 <del>345</del>	709	5/7/1999
QN	AC	2002/0118220 A1	8/29/2002	Lui et al.	715 <del>345</del>	709	11/20/2001
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	AI						
	AJ						

## FOREIGN PATENT DOCUMENTS

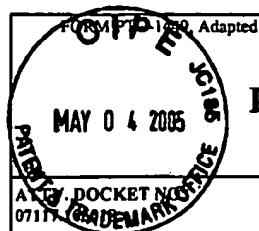
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QN	AK	WO 2000/68769	11/16/2000	PCT	Lui et al.	✓	
	AL						

## OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

QN	AM		Deloitte & Touche; <i>Tech Trends – 2002 Annual Report</i> ; (2002); Volume 1; pp. 23-26				
QN	AN		Knoa Software, Inc.; <i>Achieving Enterprise Application ROI by Managing User Performance</i> ; March 2003; pp. 1-12				
QN	AO		Knoa Software, Inc.; <i>Driving ROI From On-Demand Services</i> ; October, 2003; 6 Pages				
QN	AP		Knoa Software, Inc.; <i>The knoa Guidance™ Application</i> ; April 2003; pp. 1-12				
	AQ						

EXAMINER <i>Duyanh H. Nguyen</i>	DATE CONSIDERED 8/2/06
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ATTORNEY DOCKET NO. 07117	SERIAL NO. 10/785,543	FILING DATE February 24, 2004
APPLICANT McIlwaine et al.		GROUP 2642

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	3,245,157	4/12/1966	Laviana, D.W.	434	35	10/4/1963
QN	AB	5,228,859	7/20/1993	Rowe, T. Peter	434	118	12/10/1991
	AC						
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## FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO
QN	AM	WO 2005/011240 A1	2/3/2005	PCT	Baggenstoss et al.	✓	
QN	AN	WO 2005/011243 A1	2/3/2005	PCT	Baggenstoss et al.	✓	
QN	AO	WO 2005/020546 A2	3/3/2005	PCT	McConnell et al.	✓	
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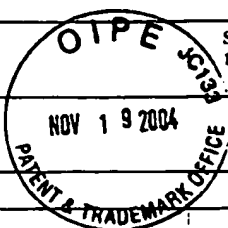
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EXAMINER <i>Quynh H. Nguyen</i>	DATE CONSIDERED 8/2/06
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FORM PTO-1449, Adapted

**LIST OF INFORMATION DISCLOSED BY APPLICANT***(Use several sheets if necessary)*ATTY. DOCKET NO.  
07117.105018 US CONSERIAL NO.  
10785,543FILING DATE  
February 24, 2004APPLICANT  
McIlwaine et al.GROUP  
2642**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
AA						
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**FOREIGN PATENT DOCUMENTS**

DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO
AL				
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**OTHER REFERENCES** *(Including Author, Title, Date, Pertinent Pages, Etc.)*

QN	AN	Knowlagent; Knowlagent r7 Capabilities and Technologies Overview; June 10, 2004; pp. 1-20
QN	AO	Knowlagent; Marketing document from website; www.knowlagent.com; (August, 2004)
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EXAMINER

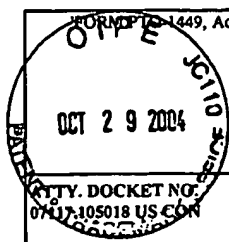
*August H. Nguyen*

DATE CONSIDERED

*8/2/06*

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PAT. DOCKET NO. 07/17,105018 US CON	SERIAL NO. 10/785,543	FILING DATE February 24, 2004
APPLICANT McIlwaine et al.		GROUP 2642

**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	5,100,329	3/31/1992	Deesen et al.	434	327	11/27/1990
QN	AB	6,775,377 B2	8/10/2004	McIlwaine et al.	379	265.06	7/18/2002
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**FOREIGN PATENT DOCUMENTS**

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
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**OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)**

QN	AN		Affidavit of John McIlwaine dated September 20, 2004
QN	AO		Complaint from litigation styled Witness Systems, Inc. v. Knowlagent, Inc., Case No. 1:02-CV- 3331, U.S. District Court for the Northern District of Georgia
QN	AP		Star Trainer; Simulation Training for Call Center Agents
	AQ		

EXAMINER <i>Quynh H. Nguyen</i>	DATE CONSIDERED <i>8/2/06</i>
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FORM PTO-1449, Adapted

MAY 26 2004

**LIST OF INFORMATION DISCLOSED BY APPLICANT**

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ATTORNEY DOCKET NO. 07117.1034000000	SERIAL NO. 10/785,543	FILING DATE February 24, 2004
APPLICANT McIlwaine et al.		GROUP 2642

**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	5,914,951	6/22/1999	Bentley et al.	370	352	4/16/1996
QN	AB	6,408,064 B1	6/18/2002	Fedorov et al.	379	265.06	3/31/2000
QN	AC	6,603,854 B1	8/5/2003	Judkins et al.	379	265.06	2/25/2000
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**FOREIGN PATENT DOCUMENTS**

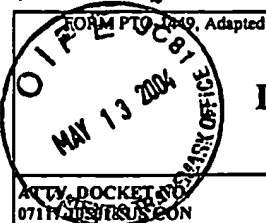
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						YES	NO
QN	AN	WO 01/065525 A2	9/7/2001	PCT	McIlwaine et al.		
	AO						

**OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)**

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EXAMINER <i>Duyanh H. Nguyen</i>	DATE CONSIDERED 8/2/06
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ATTY. DOCKET NO. 07117-101517KUS/CON	SERIAL NO. 10/785,543	FILING DATE February 24, 2004
APPLICANT Mellwaine et al.		GROUP 2642

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
DN	AA	3,594,919	7/27/1971	De Bell et al.	434	319	9/23/1969
	AB	3,705,271	12/5/1972	De Bell et al.	360	74.4	3/26/1971
	AC	4,684,349	8/4/1987	Ferguson et al.	434	308	7/28/1986
	AD	4,776,016	10/4/1988	Per K. Hansen	704	275	11/21/1985
	AE	4,853,952	8/1/1989	Jachmann et al.	379	88.11	12/3/1987
	AF	4,916,726 B1	6/9/1992	Morley et al. (Reexamination Certificate)	379	88.13	9/29/1988
	AG	5,058,008	10/15/1991	Karl H. Schumacher	705	9	10/3/1989
	AH	5,110,329	5/5/1992	Helmut Pieper	55	351	6/20/1990
	AI	5,199,062	3/30/1993	Von Meister et al.	379	88.04	11/8/1991
	AJ	5,309,505	5/3/1994	Szlam et al.	379	88.01	5/20/1991
	AK	5,310,349	5/10/1994	Daniels et al.	434	350	4/30/1992
	AL	5,311,422	5/10/1994	Loflin et al.	703	2	6/28/1990
	AM	5,384,841	1/24/1995	Adams et al.	379	266.04	10/27/1993
	AN	5,416,694	5/16/1995	Parrish et al.	705	8	2/28/1994
	AO	5,469,491	11/21/1995	Morley, Jr. et al.	379	88.13	2/2/1994
	AP	5,511,112	4/23/1996	Aleksander Szlam	379	266.06	4/29/1994
	AQ	5,533,115	7/2/1996	Hollenbach et al.	379	221.11	11/4/1994
	AR	5,535,256	7/9/1996	Maloney et al.	379	309	5/3/1995
DN	AS	5,583,965	12/10/1996	Douma et al.	704	275	9/12/1994

EXAMINER <i>Douglas H. Nguyen</i>	DATE CONSIDERED 8/2/06
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APPLICANT McIlwaine et al.		GROUP 2642

**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	BA	5,590,188	12/31/1996	Gary B. Crockett	379	265.02	2/17/1995
	BB	5,594,791	1/14/1997	Szlam et al.	379	265.09	10/5/1994
	BC	5,597,312	1/28/1997	Bloom et al.	434	362	5/4/1994
	BD	5,633,924	5/27/1997	Kaish et al.	379	266.03	12/11/1995
	BE	5,659,768	8/19/1997	Forbes et al.	715	517	5/12/1995
	BF	5,675,637	10/7/1997	Szlam et al.	379	142.17	5/16/1995
	BG	5,696,811	12/9/1997	Maloney et al.	379	265.07	6/20/1996
	BH	5,703,943	12/30/1997	Mary Rita Otto	379	265.11	10/16/1995
	BI	5,721,770	2/24/1998	Joylee E. Kohler	379	265.12	7/2/1996
	BJ	5,727,950	3/17/1998	Cook et al.	434	350	5/22/1996
	BK	5,738,527	4/14/1998	Steven W. Lundberg	434	322	8/8/1996
	BL	5,745,109	4/28/1998	Nakano et al.	715	838	6/17/1996
	BM	5,757,644	5/26/1998	Jorgensen et al.	700	83	7/25/1996
	BN	5,790,798	8/4/1998	Beckett, II et al.	709	224	5/31/1996
	BO	5,818,907	10/6/1998	Maloney et al.	379	32.01	8/4/1997
	BP	5,825,869	10/20/1998	Brooks et al.	379	265.12	4/23/1996
	BQ	5,827,071	10/27/1998	Sorensen et al.	434	323	8/26/1996
	BR	5,833,468	11/10/1998	Guy et al.	434	350	1/24/1996
QN	BS	5,861,881	1/19/1999	Freeman et al.	715	500.1	2/8/1996

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DATE CONSIDERED

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APPLICANT McIlwaine et al.		GROUP 2642

**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
DN	CA	5,877,954	3/2/1999	Klimasauskas et al.	700	29	5/3/1996
	CB	5,903,641	5/11/1999	Alan V. Tonisson	379	265.12	1/28/1997
	CC	5,904,485	5/18/1999	David M. Siefert	434	322	11/4/1994
	CD	5,911,134	6/8/1999	Castonguay et al.	705	9	10/12/1990
	CE	5,915,973	6/29/1999	Hoehn-Saric et al.	434	350	3/11/1997
	CF	5,937,037	8/10/1999	Kamel et al.	379	88.19	1/28/1998
	CG	5,943,416	8/24/1999	Doug Gisby	379	265.13	2/17/1998
	CH	5,946,375	8/31/1999	Pattison et al.	379	112.01	5/12/1997
	CI	5,946,387	8/31/1999	Alex Miloslavsky	379	265.12	2/19/1997
	CJ	5,947,747	9/7/1999	Walker et al.	434	354	5/9/1996
	CK	5,957,659	9/28/1999	Amou et al.	415	178	6/5/1997
	CL	5,963,635	10/5/1999	Szlam et al.	379	309	12/12/1996
	CM	5,971,271	10/26/1999	Wynn et al.	235	380	6/24/1997
	CN	5,991,394	11/23/1999	Dezonno et al.	379	265.09	2/5/1998
	CO	6,014,134	1/11/2000	Bell et al.	715	705	8/23/1996
	CP	6,038,544	3/14/2000	Machin et al.	705	11	2/26/1998
	CQ	6,039,575	3/21/2000	L'Allier et al.	434	323	10/24/1996
	CR	6,044,355	3/28/2000	Crockett et al.	705	8	7/9/1997
DN	CS	6,044,368	3/28/2000	James Karl Powers	707	2	4/30/1998

EXAMINER <i>Duyob H. Nguyen</i>	DATE CONSIDERED 8/2/06
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APPLICANT McIlwaine et al.		GROUP 2642

**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	DA	6,052,460	4/18/2000	Fisher et al.	379	265.12	12/17/1997
	DB	6,058,163	5/2/2000	Pattison et al.	379	265.06	5/12/1997
	DC	6,067,537	5/23/2000	O'Connor et al.	706	47	12/22/1998
	DD	6,067,538	5/23/2000	Zorba et al.	706	47	12/22/1998
	DE	6,070,142	5/30/2000	McDonough et al.	705	7	4/17/1998
	DF	6,073,127	6/6/2000	Lannert et al.	706	45	12/22/1998
	DG	6,078,894	6/20/2000	Clawson et al.	705	11	3/28/1997
	DH	6,086,381	7/11/2000	Downs et al.	434	322	9/2/1997
	DI	6,108,687	8/22/2000	Russell O. Craig	709	203	3/2/1998
	DJ	6,118,865	9/12/2000	Doug Gisby	379	265.02	8/24/1999
	DK	6,118,973	9/12/2000	Ho et al.	434	362	2/22/1999
	DL	6,119,097	9/12/2000	David Ibarra	705	11	11/26/1997
	DM	6,128,380	10/3/2000	Shaffer et al.	379	265.01	8/24/1998
	DN	6,134,539	10/17/2000	O'Connor et al.	706	45	12/22/1998
	DO	6,141,528	10/31/2000	Ronald Remschel	434	350	9/23/1997
	DP	6,144,971	11/7/2000	Sunderman et al.	715	500	1/25/1999
	DQ	6,146,148	11/14/2000	John J. Stuppy	434	322	3/25/1999
	DR	6,149,441	11/21/2000	Pellegrino et al.	434	350	11/6/1998
QN	DS	6,155,840	12/5/2000	Alfred V. Sallette	434	323	9/18/1998

EXAMINED Quynh H. Nguyen	DATE CONSIDERED 8/2/06
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APPLICANT McIlwaine et al.	GROUP 2642	

**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	EA	6,163,607	12/19/2000	Bogart et al.	379	266.01	11/3/1998
	EB	6,170,014 B1	1/2/2001	Darago et al.	709	229	3/18/1999
	EC	6,171,109 B1	1/9/2001	Setsuo Ohsuga	434	118	6/18/1997
	ED	6,192,122 B1	2/20/2001	Flockhart et al.	379	266.01	2/12/1998
	EE	6,201,948 B1	3/13/2001	Cook et al.	434	350	3/16/1998
	EF	6,211,451 B1	4/3/2001	Tohgi et al.	84	470R	1/26/1999
	EG	6,215,865 B1	4/10/2001	David T. McCalmont	379	212.01	10/13/1998
	EH	6,263,049 B1	7/17/2001	Rodney Kuhn	379	32.01	9/25/1997
	EI	6,275,812 B1	8/14/2001	Haq et al.	705	11	12/8/1998
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EXAMINER

Duyun H. Nguyen

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APPLICANT McIlwaine et al.		GROUP 2642

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*Douglas H. N. Jensen*

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